

Payment Terms

Payment is due immediately to start your order.
Your order is placed in the designer's queue based on the payment date, not the inquiry date.

Payment Methods

Our only forms of payment are via PayPal or Stripe (payment links provided on invoice)

Refund Policy

No Refunds for Change of Mind:
Once paid, orders are non-refundable. Please review your order carefully before making payment.

Outsourced Items:
Any outsourced items are not refundable.
This includes, but is not limited to, seat covers & plastic kits.

Delivery and Turnaround Times

Estimated Delivery Times: Delivery times are estimates and not guaranteed. Delays may occur due to unforeseen circumstances. Contact us if your deadline is approaching.

Fast Track Orders: Receive artwork within 2 business days after full payment. If we miss this deadline, we will deliver as soon as possible. Fast track fees are non-refundable.

Product Quality and Revisions

Quality Assurance: We are committed to high-quality products and services.
Contact us promptly if you encounter any issues.

Order Status

Check Status: You can check the status of your order anytime via the link on our website:
<https://www.teenceegraphics.com/check-in-on-your-order>

Intellectual Property

Ownership: All designs and materials from Teencee Graphics are our intellectual property.

Customer Support

Contact Us: For questions or concerns, email us at sales@teencee.com.au.

Business Hours: Our business hours are 7am-3pm weekdays.